

Monitoring company performance – quarterly reporting

Ofgem monitors the performance of domestic suppliers in relation to payment methods, debt and disconnections. Information is collected from suppliers on a quarterly and annual basis and the data received from suppliers is set out in tables and published on the Ofgem website.

The published data should be read in conjunction with the accompanying guidance notes which contains definitions on the data collected. The guidance is available on the Ofgem website at the link below:

<http://www.ofgem.gov.uk/Sustainability/SocAction/Monitoring/SoObMonitor/Documents1/Monitoring%20Suppliers%20Performance%20Guidance.pdf>

You may notice that a data field is left blank. This indicates that the supplier was unable to provide the required data for that specific reporting period.

For the reconnections table, suppliers will only be shown if they have disconnected customers in the relevant reporting period.

E.ON was formerly known as Powergen until 3rd December 2007.

**Payment Methods
September 2007**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	43.0%	18.8%	33.1%	0.1%	2.8%	2.2%	100.0%
Ecotricity	44.2%	0.0%	44.0%	0.0%	0.3%	11.5%	100.0%
EDF Energy	38.7%	16.8%	40.6%	0.1%	0.5%	3.4%	100.0%
Electricity Plus Supply Ltd	93.8%	0.5%	0.1%	0.0%	0.0%	5.7%	100.0%
First Utility	84.6%	0.0%	0.0%	0.0%	0.0%	15.4%	100.0%
Good Energy	40.9%	1.0%	32.0%	0.0%	0.0%	26.1%	100.0%
npower	54.4%	11.2%	30.6%	0.1%	1.2%	2.5%	100.0%
npower Northern	37.3%	15.8%	40.7%	0.1%	1.9%	4.2%	100.0%
npower Yorkshire	36.3%	11.3%	44.7%	0.2%	3.7%	3.8%	100.0%
Powergen	46.6%	8.9%	38.7%	0.1%	3.4%	2.2%	100.0%
Scottish and Southern	50.1%	11.8%	32.9%	0.1%	1.0%	4.1%	100.0%
Scottish Power	54.3%	13.7%	27.1%	0.2%	2.8%	2.0%	100.0%
Utilita	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	46.6%	13.8%	34.6%	0.1%	2.1%	2.9%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
British Gas	40.3%	13.3%	39.8%	0.1%	3.2%	3.4%	100.0%
Countrywide Gas	83.6%	0.6%	13.5%	0.0%	0.0%	2.3%	100.0%
EDF Energy	51.6%	15.1%	30.7%	0.1%	0.6%	2.0%	100.0%
First Utility	78.6%	0.0%	0.0%	0.0%	0.0%	21.4%	100.0%
Gas Plus Supply Ltd	94.0%	0.4%	0.1%	0.0%	0.0%	5.5%	100.0%
npower	61.9%	7.8%	24.5%	0.2%	4.6%	1.0%	100.0%
npower Northern	48.4%	18.1%	25.5%	0.2%	2.7%	5.1%	100.0%
npower Yorkshire	50.4%	9.8%	30.6%	0.4%	4.5%	4.3%	100.0%
Powergen	57.7%	5.7%	31.1%	0.1%	4.2%	1.2%	100.0%
Scottish and Southern	59.1%	7.4%	28.4%	0.1%	1.4%	3.7%	100.0%
Scottish Power	67.0%	7.4%	22.3%	0.1%	2.3%	0.8%	100.0%
Utilita	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	50.3%	10.8%	33.1%	0.1%	2.9%	2.7%	100.0%

Debt by Quarter September 2007

Electricity	Number of credit customers repaying a debt (millions)	Number of PPM customers repaying a debt (millions)	Percentage of PPM customers in debt	Percentage of customers repaying a debt who owe under £100	Percentage of customers repaying a debt who owe between £100 - £300	Percentage of customers repaying a debt who owe between £300- £600	Percentage of customers repaying a debt who owe over £600	Average debt per customer
Q3 2006	0.8	0.5	13%	61%	23%	9%	8%	£194
Q4 2006	0.7	0.5	13%	62%	22%	8%	8%	£196
Q1 2007	0.8	0.5	15%	60%	24%	8%	8%	£209
Q2 2007	0.8	0.6	16%	59%	23%	9%	9%	£220
Q3 2007	0.7	0.6	17%	59%	22%	9%	9%	£223

Gas	Number of credit customers repaying a debt (millions)	Number of PPM customers repaying a debt (millions)	Percentage of PPM customers in debt	Percentage of customers repaying a debt who owe under £100	Percentage of customers repaying a debt who owe between £100 - £300	Percentage of customers repaying a debt who owe between £300- £600	Percentage of customers repaying a debt who owe over £600	Average debt per customer
Q3 2006	0.6	0.3	15%	63%	23%	7%	7%	£168
Q4 2006	0.5	0.3	14%	65%	20%	7%	8%	£177
Q1 2007	0.6	0.3	13%	60%	21%	9%	10%	£187
Q2 2007	0.7	0.3	15%	58%	27%	8%	7%	£189
Q3 2007	0.6	0.3	15%	62%	23%	8%	7%	£179

**Debt Repayment
July - September 2007**

Electricity	Average weekly amount towards debt (non-PPM)	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt (PPM)	Average number of weeks to recover debt (PPM)
British Gas	£3.50	48	£7.19	47
Ecotricity	£17.57	48	£0.00	0
EDF Energy	£3.67	53	£7.28	83
Electricity Plus Supply Ltd	£4.50	35	£5.00	160
First Utility	£0.00	0	£0.00	0
Good Energy	£0.00	0	£24.00	169
npower	£8.17	38	£4.65	59
npower Northern	£5.10	40	£5.85	63
npower Yorkshire	£6.96	44	£5.70	71
Powergen	£7.15	39	£6.55	103
Scottish and Southern	£7.00	40	£6.46	44
Scottish Power	£2.03	52	£6.03	69
Utilita	£0.00	0	£0.00	0
Total	£3.72	49	£6.49	69

Gas	Average weekly amount towards debt (non-PPM)	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt (PPM)	Average number of weeks to recover debt (PPM)
British Gas	£3.70	47	£7.72	57
Countrywide Gas	£7.50	25	£0.00	0
EDF Energy	£4.17	53	£7.42	82
First Utility	£0.00	0	£0.00	0
Gas Plus Supply Ltd	£4.50	40	£3.00	154
npower	£7.37	35	£4.82	81
npower Northern	£5.80	40	£2.68	132
npower Yorkshire	£4.96	42	£4.93	111
Powergen	£6.92	40	£6.46	134
Scottish and Southern	£5.36	41	£5.15	65
Scottish Power	£2.09	52	£8.38	21
Utilita	£0.00	0	£0.00	0
Total	£3.90	47	£6.89	65

**Prepayment Meters
July - September 2007**

Electricity	Number of PPMs installed this quarter	Number of PPMs installed this quarter to recover debt	PPMs installed this quarter, requested by customers without a debt
British Gas	15,162	12,314	2,848
Ecotricity	0	0	0
EDF Energy	6,551	3,011	3,540
Electricity Plus Supply Ltd	20	5	15
First Utility	0	0	0
Good Energy	21	2	19
npower	3,151	2,681	470
npower Northern	2,341	2,019	322
npower Yorkshire	1,456	1,321	135
Powergen	27,185	13,880	13,305
Scottish and Southern	9,748	8,541	1,207
Scottish Power	10,335	9,584	751
Utilita	0	0	0
Total	75,970	53,358	22,612

Gas	Number of PPMs installed this quarter	Number of PPMs installed this quarter to recover debt	PPMs installed this quarter, requested by customers without a debt
British Gas	38,125	27,408	10,717
Countrywide Gas	0	0	0
EDF Energy	2,966	922	2,044
First Utility	0	0	0
Gas Plus Supply Ltd	18	10	8
npower	4,837	2,615	2,222
npower Northern	2,940	2,518	422
npower Yorkshire	777	735	42
Powergen	1,895	1,610	285
Scottish and Southern	5,870	5,747	123
Scottish Power	3,746	3,417	329
Utilita	0	0	0
Total	61,174	44,982	16,192

**Disconnections for Debt
July - September 2007**

Electricity	Number of customers disconnected for debt this quarter	Number of customers reconnected this quarter (from those disconnected this quarter)	Number of customers not yet reconnected (who were disconnected this quarter)	Average period of disconnection in days (for those disconnected this quarter)
British Gas	0	0	0	0
Ecotricity	0	0	0	0
EDF Energy	181	126	55	7
Electricity Plus Supply Ltd	0	0	0	0
First Utility	0	0	0	0
Good Energy	0	0	0	0
npower	87	34	53	6
npower Northern	61	20	41	9
npower Yorkshire	46	15	31	10
Powergen	124	43	81	9
Scottish and Southern	31	19	12	14
Scottish Power	142	67	75	6
Utilita	0	0	0	0
Total	672	324	348	8

Gas	Number of customers disconnected for debt this quarter	Number of customers reconnected this quarter (from those disconnected this quarter)	Number of customers not yet reconnected (who were disconnected this quarter)	Average period of disconnection in days (for those disconnected this quarter)
British Gas	0	0	0	0
Countrywide Gas	0	0	0	0
EDF Energy	278	185	93	9
First Utility	0	0	0	0
Gas Plus Supply Ltd	0	0	0	0
npower	490	294	196	10
npower Northern	54	26	28	8
npower Yorkshire	38	11	27	5
Powergen	293	127	166	11
Scottish and Southern	132	63	69	15
Scottish Power	177	92	85	14
Utilita	0	0	0	0
Total	1,462	798	664	11

**Percentage of Customers Reconnected following Disconnection for Debt
July - September 2007**

Electricity	24 hours	7 days	1 month	1 quarter
EDF Energy	23%	54%	68%	70%
npower	16%	28%	38%	39%
npower Northern	11%	23%	31%	33%
npower Yorkshire	4%	17%	33%	33%
Powergen	12%	25%	31%	35%
Scottish and Southern	19%	48%	55%	61%
Scottish Power	22%	36%	45%	47%
Total	17%	36%	46%	48%

Gas	24 hours	7 days	1 month	1 quarter
EDF Energy	12%	45%	61%	67%
npower	16%	40%	56%	60%
npower Northern	17%	35%	44%	48%
npower Yorkshire	8%	18%	29%	29%
Powergen	5%	27%	39%	43%
Scottish and Southern	4%	26%	40%	48%
Scottish Power	18%	30%	46%	52%
Total	12%	35%	50%	55%

**Regional Payment Methods
September 2007**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	10,216,253	2,879,357	7,667,946	16,295	431,125	624,190	21,835,166
	47%	13%	35%	0%	2%	3%	100%
Scotland	1,256,285	469,511	862,850	5,841	93,063	83,245	2,770,795
	45%	17%	31%	0%	3%	3%	100%
Wales	614,671	222,586	452,125	885	28,436	40,810	1,359,513
	45%	16%	33%	0%	2%	3%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	9,278,272	1,990,978	6,159,344	22,196	515,379	506,471	18,472,640
	50%	11%	33%	0%	3%	3%	100%
Scotland	1,012,925	191,994	590,724	3,547	65,799	46,039	1,911,028
	53%	10%	31%	0%	3%	2%	100%
Wales	493,417	141,555	355,474	1,368	35,087	36,195	1,063,096
	46%	13%	33%	0%	3%	3%	100%

**Regional Headlines (Quarterly)
September 2007**

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	1,067,092	515,305	609
Scotland	213,480	84,457	47
Wales	60,468	23,789	16
Great Britain	1,341,040	623,551	672

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt
England	799,835	285,692	1,318
Scotland	113,893	30,311	100
Wales	44,974	28,438	44
Great Britain	958,702	344,441	1,462